



# Senator Nathan Johnson's COVID - 19 Resource Guide

Useful Resources to Help Navigate the Coronavirus Pandemic

## City, County, State, and Federal COVID-19 Pages

- [Dallas County Health and Human Services](#)
- [City of Dallas](#)
- [Texas Department of State Health Services](#)
- [US Center for Disease Control](#)

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## Healthcare Resources

*The best resource is the [U.S. Centers for Disease Control & Prevention](#).*

### **COVID-19 Vaccination Sites**

Visit the Texas Department of State Health Services' (DSHS) [interactive map](#) to learn more about vaccine availability in our state. The map [can be found here](#) and the information is subject to change. If you are eligible to receive the vaccine, please check the COVID-19 [Vaccination Hub Providers page](#) to find a hub near you and learn how to register.

- As of March 29, 2021, everyone age 16 and older is now eligible to receive the COVID-19 vaccine in Texas.
- To receive the vaccine, county residents must complete a registration form and sign up for an appointment prior to visiting the site. The registration form can be found [here](#).
- To register for the vaccine over the phone, you may dial 1-855-IMMUNE9 (855-466-8639). The hotline hours 7am-7pm, 7 days a week. English and Spanish call takers are available.
- The Federal Emergency Management Agency (FEMA) is providing additional doses and staff for those who have already signed up for the vaccine by completing the county's vaccination form. Both FEMA and Dallas County are operating at Fair Park.
- The vaccine is free of charge. For people with health insurance, your insurance will cover any administration fee charged by the provider. Questions about citizenship status are not asked.

The Texas [COVID-19 Expert Vaccine Allocation Panel](#) is responsible for developing vaccine allocation strategies as recommendations to the Texas Commissioner of Health.

The Federal Retail Pharmacy Program for COVID-19 vaccination was launched in collaboration with the federal government, pharmacy partners, and states and territories to increase access to COVID-19 vaccination across the United States. To read more about the program and obtain a list of participating pharmacies in our state, click [here](#).

### **COVID-19 Test Sites**

Texas Department of State Health Services has created an interactive map of all drive thru COVID-19 testing sites across the state. The map can be found [here](#).

- Testing and/or screening criteria may vary depending on the type of COVID-19 test and provider. For more information about the different types of tests for COVID-19 and things to consider when looking for a public drive-thru testing site, click [here](#).

### **Health Insurance**

If you have lost your employer-sponsored health coverage, there are some options to obtain health insurance coverage. The Texas Department of Insurance (TDI) [published a helpful guide](#) about your health insurance options.

## ***Mental Health Resources***

- The [Texas Health and Human Services Commission \(HHSC\)](#) launched a 24/7 statewide mental health support line to help Texans experiencing anxiety, stress or emotional challenges due to the COVID-19 pandemic. Texans can call 833-986-1919 toll free.
- **The North Texas Behavioral Health Authority (NTBHA)** has a dedicated line to provide support. Individuals can contact the 24/7 COVID-19 Mental Health Support Line at 833-251-7544. Those needing support outside of the COVID-19 crisis can still contact NTBHA 24/7 Crisis Line at, 866-260-8000. [Learn more here.](#)
- **The Metrocare Coronavirus Support Line** is available from 8am-5pm, Monday-Friday for those Dallas County residents. The Metrocare Dallas County Coronavirus Support Line is 214-743-1215. [Learn more here.](#)
- **For veterans in crisis** – please call the Veterans Administration Crisis Line at 1-800-273-8255 and Press 1 or text 838255. Support for the deaf and hard of hearing: 1-800-799-4889.
- **The Elizabeth Dole Foundation**, a non-profit, is offering a free Respite Relief for Military and Veteran Caregivers program. [Learn more here.](#)
- **For a list** of mental health and substance use resources, click [here.](#)

## Help for Individuals

### Employment

- **Unemployment Benefits Services** – If your employment has been affected by the coronavirus (COVID-19), you may apply for benefits either online using Texas Workforce Commission (TWC) [Unemployment Benefits Services](#) or by calling TWC's Tele-Center at 800-939-6631 Sunday-Saturday - 7am-7pm. If you are having trouble getting in touch with TWC, you may contact my office to request assistance with your claim.
  - **The TWC** has an [automated virtual assistant](#) to help Texans sign up for unemployment insurance. The artificial intelligence-enabled chatbot can instantly answer many of the most common questions about the UI process.
- **Disaster Licensing** for Out of State Nurses – [learn more here.](#)
- **Workforce Solutions of Greater Dallas** has [resources for job seekers](#). Those seeking employment can register [here](#).
- **The Dallas Regional Chamber** has a [virtual job board](#).
- **The North Texas Food Bank** is partnering with a flexible-work company to employ hospitality industry workers who have lost their employment due to restaurant and business closures. [Apply online at Get Shift Done.](#)
- **Frito-Lay Job Postings:** <https://fritolayemployment.com/>
- **Pepsi Jobs Postings:** <https://pepsifrontlinecareers.com/>
- **Kroger Job Postings:** <https://jobs.kroger.com>
- **Amazon Job Postings:** <https://www.amazon.jobs/en/location/dallasfort-worth-area-tx>
- **You can email Goodwill** at [jobs@goodwilldallas.org](mailto:jobs@goodwilldallas.org) with your name, city/zip code, contact number and any additional information. You can also contact a Goodwill Job Connection Center by phone at the location nearest you:
  - 3020 N. Westmoreland Rd, Dallas, TX 75212: **214-638-2800 x185**
  - 1661 E. Northwest Hwy., Garland, TX 75041: **214-227-5549**
  - 919 W. Main St. , Lewisville, TX 75067: **972-436-7381**

### Housing - Mortgage and Rental Assistance

The Texas Eviction Diversion Program (TEDP) may provide up to 15 months of rental assistance and utility assistance to eligible tenants. To determine your eligibility for the program, click [here](#).

The **Texas Rent Relief Program** is providing emergency rental assistance and utility bill assistance for qualifying Texas tenants and landlords who have been impacted by the global pandemic. Visit [TexasRentRelief.com](https://TexasRentRelief.com) or call 833-989-7368.

- **Who Can Qualify?** Qualifying households must be [at or below 80% of the area median income](#) as well as meet other criteria [listed on their website](#).
- Landlords are encouraged to apply on behalf of tenants, who must co-sign the application.
- **Priority Applications:** Priority will be given to applications from the following groups:
  - Eligible households [at or below 50% of the area median income level](#); or
  - Eligible households where one or more members are currently unemployed and have been for at least 90 days.

*(Note: Federal guidelines require the prioritization of these populations.)*

- **Dallas County has a tenant helpline** and email address for tenants who have been evicted or who are pending eviction. \*Please leave a voicemail or email them with your name, address and phone number. The hotline and email account are monitored by the Dallas County Unincorporated Services Department: [TenantHotline@dallascounty.org](mailto:TenantHotline@dallascounty.org) / 214-653-6563 or 1-833-743-0072.
  - Prior to contacting the hotline, residents are being advised of the following:
    - Tenants engaged in criminal activity or causing an imminent threat to health and safety may be subject to eviction prior to the aforementioned date.
    - Tenants maintain responsibility for paying their rent.
    - Tenants are encouraged to contact their landlord and make sure they are aware when eviction moratoriums are in place.
    - When having difficulty paying rent, tenants should attempt to make payments and/or establish a payment schedule with their landlord.
  - Once you have taken the above steps and for all other tenants, if you have been evicted or notified of a pending eviction, notify the Tenant Hotline by email or phone: [TenantHotline@dallascounty.org](mailto:TenantHotline@dallascounty.org) / 214-653-6563 or 1-833-743-0072.
- **If you don't have enough money** to pay, contact your lender or landlord immediately. Help includes:
  - **Dallas Housing Authority clients:** please immediately report any loss of income in order to reduce your portion of rent and inspections will be restricted to health and safety only.
  - **The City of Dallas' Short-term Rental Assistance** webpage [features a number of rent relief programs.](#)
  - **Texas Department of Housing and Community Affairs (TDHCA)** Foreclosure Prevention – 1- 888-995-HOPE (4673). TDHCA suggest homeowners who are affected by COVID-19 to contact their loan service provider to see if they qualify for reduced or suspended payments. [See additional details here.](#)
  - **Martin Luther King, Jr. Community Center** Social Services – 214-670-8416. Those interested in rental or utility assistance through the City of Dallas Office of Community Care, Social Services program, may call the appointment line to speak with a caseworker, Monday-Friday - 9am-2pm. To make an appointment online to be contacted by a caseworker, please visit <https://appointments.dallascityhall.com>.
  - **West Dallas Multipurpose Center Social Services** – 214-670-6530
  - **Texas Attorney General Consumer Protection** – 800-621-0508
  - **The University of Texas School of Law** has [a website](#) to track policies adopted by federal, state, and local governments to help Texas residents stay in their residences.

## Bill & Utility Payment Assistance

### ***Non-Profit Assistance:***

- **FindHelp.org** – provides a list of local entities who may be able to provide some assistance. [Learn more here.](#)
- **The Salvation Army** – offers financial assistance for rent/mortgage, utilities and prescription medication; and food delivery for seniors and veterans. Income verification and other typical requirements for assistance have been suspended to serve anyone that is in need. Check [here](#) for the location nearest you.

### ***Additional Assistance:***

- **Coppell Residents** – If you're having trouble paying your utility bill, call Utility Billing at 972-304-3695 or visit <https://www.coppelltx.gov/509/Utility-Billing>.
- **Dallas Residents** – Dallas Water Utilities have suspended water service disconnects until further notice. Customers whose ability to pay utility bills has been impaired by COVID-19 should contact Water Customer Service at 214-651-1441 to make payment arrangements. [Learn more here.](#)
- **Garland Residents** – the City of Garland has resumed termination notices but continues to work with customers who have fallen behind on their utility bills. To avoid disruption of service, contact Customer Service at [CustServ@GarlandTX.gov](mailto:CustServ@GarlandTX.gov) or 972-205-2671. [Learn more here.](#)
- **Rowlett Residents** – Customers experiencing issues with utility disconnects or suspensions are encouraged to contact the Utility Office to discuss a payment plan or learn about other assistance available. Contact [utilities@rowlett.com](mailto:utilities@rowlett.com) or call 972-412-6105. [Learn more here.](#)

### ***Provider Assistance:***

- **Vistra, on behalf of TXU, and Ambit Energy:** Payment flexibility and payment assistance may be offered. Learn more [here](#) and [here](#), respectively.
- **Tri-Eagle Electric:** Customers are encouraged to reach out if experiencing financial difficulties. Deferred payment plans may be offered. [Learn more here.](#)
- **Atmos Energy** is currently offering solutions to help pay for gas bills and past due balances. Customers are strongly encouraged to call 2-1-1 or the Atmos Energy customer service line at 888-286-6700 to set up a payment plan or inquire about financial assistance programs before disconnections resume. [Learn more here.](#)
- **Reliant Customers** who have been financially impacted by COVID-19, learn about Reliant's [CARE program](#), [payment extensions](#) and [deferred payment](#) plan options via [online chat](#), at 866-222-7100, or on the [Reliant app](#).

### ***Internet Access***

- **Charter Communications** will continue to offer Spectrum Internet Assist to eligible, low income households. Wi-Fi hotspots have also been made available for public use. [Learn more here.](#)
- **AT&T** is temporarily expanding Access from AT&T eligibility through 6/30/21 based on income as well as for households participating in National School Lunch and Head Start programs. Additionally, they are waiving home internet data overage fees. [Learn more here.](#)
- **Garland Residents** – Public WiFi is now available at most City buildings, including libraries, recreation centers, City Hall, theaters and more. Even while the buildings are closed, the Garland Public WiFi coverage extends outside and is available for free. [Find a list of locations here.](#)



## ***Food Assistance***

- [Here](#) is a list of open food pantries inclusive of hours.
- **North Texas Food Bank** has shifted to box distribution model with partner agencies. Food4Kids and School Pantry programs remain fully functional, and they are partnering with the City to deliver snack/hydration kits to the homeless.
- **The Salvation Army of North Texas** is operating 13 drive-through grocery service locations in Collin, Dallas, Denton, Ellis and Tarrant counties to support families experiencing a loss in income or lowered wages due to the coronavirus outbreak. Case managers are also being deployed to deliver food to senior citizens, veterans and individuals in permanent supportive housing. Food pantries will continue to operate without disruption. [Learn more here](#).
- **Dallas County Health and Human Services Older Adult Services Program** is currently providing meals delivered to homebound seniors. There is a drive-thru for hot meal pick-up service set up at each senior center location. Seniors can enroll for these resources by calling 214-819-1860.
- **Crossroads Community Services Food Pantry** details can be found [here](#).
- **Metrocrest Services food pantry** details can be found [here](#). Those in need of assistance should call 972-446-2100, Monday-Friday - 8:30am-5pm.
- **Texas Supplemental Nutrition Program for Women, Infants and Children (WIC)**. Families may call their local WIC clinics to learn more about how they can receive services.
  - Visit <https://find.texaswic.org/> to find your local clinic or call 1-800-942-3678.
  - Start your online application at <https://texaswic.org/apply>. If you're seeking benefits for the first time, please enroll at [www.texaswic.org](http://www.texaswic.org), and you will be contacted. You may also call 214-670-7200 or 1-800-942-3678.
  - Breastfeeding questions? Call 214-670-7222.
  - Update your contact information by emailing [olga.sauceda@dallascityhall.com](mailto:olga.sauceda@dallascityhall.com).
- **The Texas Education Agency's meal finder website** provides information about each school district's meal service.
- **Pet food resource** – any family, community organization, or rescue group who needs help with dog food; please feel free to reach out to Ninfa Beltran with the SPCA at [nbeltran@spca.org](mailto:nbeltran@spca.org). She will be coordinating and facilitating the distribution of dog food.

## ***Misc.***

- **SNAP and Medicaid**– The American Rescue Plan Act, enacted on March 11, 2021, [has extended the SNAP benefit increase through September 2021](#).
- **Medicaid recipients** will continue to receive coverage during the federally-declared public health emergency. Beginning in February 2021, Health & Human Services will resume transitioning Medicaid recipients to a different type of Medicaid coverage if they are no longer eligible for their current type of Medicaid. Learn more [here](#).
- **211 Texas**– Dial 2-1-1 to for a list of local financial and in-kind resources available in your area. This HHSC program has a specific COVID-19 option, and specialists across the state are available 24/7 to answer the most frequently asked, non-medical, questions based on material provided by DSHS and CDC. [Learn more here](#).
- **Driver's License Renewal**– The waiver on expiration dates for driver's licenses and identification cards ended April 14, 2021. The Department of Public Safety (DPS) encourages customers who need to renew to schedule an [appointment](#) at their local driver license office online.
- **Vehicle Registration**– The temporary waiver of certain vehicle title and registration requirements will ended April 14, 2021. To renew your vehicle registration, click [here](#).

- For more **FAQs** about vehicle registration, vehicle inspection, vehicle titling, and disabled parking placard requirements, please visit <https://www.txdmv.gov/covid-19>.
- **Student Loans** – the US Department of Education announced that federal student loan borrowers were automatically placed in an administrative forbearance, which allows for a temporary halt in payments effective through September 30, 2021. [Important details can be found here.](#)
- **Price Gouging** is illegal. Please [report to the Texas Attorney General](#) if you witness it happening.
- **Eldercare** – Older adults who need assistance can contact the Eldercare Locator to find services available in their community. The Eldercare Locator can be reached at 1-800-677-1116. [Learn more here.](#)
- **Texas Department of Aging and Disability Resource Center** who provides help for older adults and people with disabilities can be reached at 1-855-937-2372. [Learn more here.](#)
- The **City of Dallas** has organized a community page for senior citizens. [Learn more here.](#)
- **City of Dallas** Senior Services Help Line – 214-670-5227



## Help for Parents

**Tracking COVID-19:** A COVID-19 data tracking system for public schools was created by TEA and DSHS. Public schools are required to report positive COVID-19 cases on campuses. The data is updated weekly and [can be found here](#).

**Food Service:** Visit the [Texas Education Agency's meal finder website](#). Please check with the meal site beforehand to confirm hours and availability.

### **School District Coronavirus Update Webpages:**

- [Dallas ISD](#)
- [Carrollton-Farmer Branch ISD](#)
- [Coppell ISD](#)
- [Garland ISD](#)
- [Highland Park ISD](#)
- [Irving ISD](#)
- [Richardson ISD](#)

**The Texas Education Agency** (TEA) continues to work with the Office of the Governor, DSHS and the Texas Division of Emergency Management (TDEM) to coordinate and plan the state's response to COVID-19. Learn more [here](#).

**The Texas Workforce Commission's** [subsidized childcare program](#) is making changes to their requirements in light of the COVID-19 crisis. Please check their website regularly for announcements.

# Help for Small Business Owners

## Federal Financial Resources

If COVID-19 has created a cash flow emergency for your business, you may be able to obtain an emergency loan from the U.S. [Small Business Administration](#) (SBA) through a program created specifically to address these circumstances. There are four (4) primary programs available through the SBA and the Coronavirus Aid, Relief, and Economic Security (CARES) Act established several new temporary programs to address the COVID-19 outbreak.

- [Economic Injury Disaster Loan \(EIDL\) Emergency Advance](#) – The EIDL program is designed to provide economic relief to businesses that are currently experiencing a temporary loss of revenue due to COVID-19. The SBA is currently accepting new COVID-19 EIDL applications from all qualified small businesses, including agricultural businesses, and nonprofit organizations.
  - [Shuttered Revenue Operators Grant](#) – This grant was established by the Economic Aid to Hard-Hit Small Businesses, Nonprofits, and Venues Act, and amended by the American Rescue Plan Act. The program includes over \$16 billion in grants to shuttered venues, to be administered by SBA's Office of Disaster Assistance. Eligible applicants may qualify for grants equal to 45% of their gross revenue, with the maximum amount available for a single grant award of \$10 million.
  - [SBA Debt Relief](#) – The SBA will automatically pay the principal, interest, and fees of current 7(a), 504, and microloans for a period of six months. The SBA will also automatically pay the principal, interest, and fees of new 7(a), 504, and microloans issued prior to September 27, 2020.
  - For a summary of criteria to meet when considering different funding options offered by the SBA, click [here](#).
  - [Visit an SBA Local Office](#) – SBA District Offices offer counseling, training and business development to help you start and grow your business.
- **The U.S. Senate Committee on Small Business and Entrepreneurship** has a webpage dedicated to resources available for small businesses and entrepreneurs. [Learn more here.](#)
  - **Small Business Administration** [has information and guidance](#) for small businesses on the different loan resources available.
  - **Department of Treasury** [has a webpage](#) dedicated to benefits offered through the American Rescue Plan Act.

## State Financial Resources

**Shared Work Program** – As an alternative to layoffs, the TWC is encouraging employers to enroll in the Shared Work program. A voluntary program, it was developed as a way to help Texas employers and employees withstand a business slowdown, such as occurred due to COVID-19. Under this program, an employer can supplement an employee's lost wages because of reduced hours worked with partial unemployment benefits. [Learn more here.](#)

The **Product Development and Small Business Incubator Fund** (PDSBI) is a Texas economic program. The fund provides asset-backed financing to companies doing business in Texas through loans with competitive lending rates. Loans can be amortized up to the life of the asset. More information on the loans can be found [here](#).

## ***Loan and Grant Options***

Dallas' Small Business Development Financial Institutions (CDFIs) have developed COVID-19 loan products:

- Lift Fund: Have a number of loan options available to small business owners. Learn more [here](#).
- PeopleFund: Their website features a number of loan programs available to assist small business owners. [Learn more here](#).

**Alliance Lending Corporation** can provide fixed-rate loans to for-profit, owner-occupied businesses across the state. More information, including contact numbers, can be found on [the organization's website](#).

**Carrollton Business Owners** – Economic Development Staff is available by phone at 972-466-3299 or by email at [ecodev@cityofcarrollton.com](mailto:ecodev@cityofcarrollton.com) to assist local businesses and offer guidance. [Learn more here](#). Additional resources for businesses can be found [here](#).

The **Texas Department of Insurance** has a coronavirus resources page that provides information for stakeholders in the Texas Workers' Compensation system. [Learn more here](#).